

AQIB KHAN

Implementation Leader · Enterprise Software & HRIS · Customer Adoption & Delivery

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PROFESSIONAL SUMMARY

I've spent the past 11 years doing one thing well — helping organisations actually use the enterprise software they invest in. That means everything from the initial scoping conversation to the moment a team of 200 is confidently running payroll, talent reviews, or customer workflows on their own, without calling for help. My career has spanned HRIS, HCM, and broader enterprise deployments across the GCC, working with clients ranging from fast-scaling SaaS companies to a 13,000-person catering operation running Oracle HCM at the core of its HR function. I'm comfortable owning a full implementation lifecycle, leading a consulting team, or stepping in as the person who unblocks a stalled go-live at 11pm. What I care about most is adoption — not just going live, but making sure the system actually sticks.

CORE COMPETENCIES

Enterprise HRIS / HCM Implementation	Implementation Practice Strategy	Team Leadership & Development
Customer Adoption & Delight	Billable Utilisation Management	PMO & Engagement Management
Change Management & Enablement	SIT / UAT / Go-Live Governance	Escalation & Executive Stakeholder Management

PROFESSIONAL EXPERIENCE

IT Manager – Systems Implementation · *Emirates Flight Catering (EKFC), Dubai* Jan 2024 – Present

Owned end-to-end implementation lifecycle for Oracle HCM across a 13,000+ employee organisation — platform authority, escalation point, and team lead.

- Directed multi-module rollout across Core HR, Payroll, Talent, Performance, and Time — acting as the single point of accountability for delivery quality and stakeholder confidence throughout.
- Led UiPath RPA deployment that eliminated roughly 4,000 manual transactions a year and cut processing time by 60%. Getting the change management right was as important as the technical build.
- Ran full SIT/UAT governance cycles and quarterly release planning — maintained 100% system uptime SLA and kept incident resolution within agreed windows across every upgrade.
- Authored enterprise SOPs, ITSM governance frameworks, and service delivery policies from scratch — built the implementation practice into something audit-ready and repeatable.
- Managed concurrent workstreams in monday.com and Azure DevOps — kept stakeholder visibility high and delivery on track across multiple competing priorities.
- Designed HRIS integration architecture (secure SFTP) across Finance, IT, and Payroll — created a unified data source that downstream teams could actually trust.

Implementation Manager · *Akrivia HCM Middle East, Dubai*

May 2023 – Jan 2024

Delivered end-to-end HRIS implementations for enterprise clients across the GCC — full lifecycle from scoping through UAT, go-live, and hyper care.

- Completed 5+ enterprise implementations across Core HR, Talent, Recruitment, and Learning — everyone on time, in scope, and with adoption rates that exceeded what the client had benchmarked.
- Designed acceptance criteria, ran UAT cycles end-to-end, and owned go-live readiness — reduced average post-go-live stabilisation time by 30% through structured knowledge transfer and hyper care.
- Managed data migration, cross-system integrations, and vendor coordination — made sure handoffs were clean and the platform held up long after the project team had moved on.

Client Onboarding & Training Manager · *Yomly (EmiratesHR), Dubai*

Dec 2020 – May 2023

Built the client onboarding practice from zero — configured and enabled HRIS solutions for 10+ UAE enterprise clients.

- Took over an onboarding function that had no documented process and built it into a repeatable, scalable practice. Configured solutions for 10+ enterprise clients, translating complex HR workflows into digital configurations that fit local regulatory requirements.
- Designed training programmes and SOPs that reduced post-go-live support tickets by 40% — the goal was always client self-sufficiency, not dependency on our team.
- Ran requirement workshops with HR and business leads — brought structure to organisations that had never properly mapped their own processes before going digital.

Customer Success Manager · *Smart City Systems, Dubai*

Sep 2018 – Dec 2020

- Managed HRMS deployments across Talent, Performance, and Workforce Planning — delivered go-live readiness and measurable cuts to manual HR process steps across multiple clients.
- Ran configuration workshops and post-deployment success planning to drive adoption well beyond the initial launch phase.

HCM Consultant · *OASYS Information Technology, Dubai*

Dec 2016 – Aug 2018

- Implemented Core HR and Workforce Administration modules for clients across the MENA region — supported full lifecycle from configuration and testing through post-go-live functional support.

EDUCATION

Post Graduate Diploma, Human Resource Management

2021

Amity University, Dubai

B.Sc. Information Technology (STEM)

2014

University of Mumbai

CERTIFICATIONS & LANGUAGES

Oracle Fusion Certified (OMBP) · **PMP Training – PMI (2024)** · **CCSM Level 1**

Languages: English (Fluent) · Hindi (Fluent) · Arabic (Read/Write)